

# Volunteers



Purpose	The Volunteer Services Program enhances the delivery of services to lowans in need.									
Who Is Helped	<p>Volunteers, under the supervision of paid staff, assist in providing compassionate and caring service far beyond the services which could be provided by staff alone.</p> <p>Department volunteers supplement paid staff rather than replacing staff. This staff-volunteer team approach results in extended services to clients and is an essential component in the broad delivery of services.</p> <p>More than 5,600 people volunteered their services to DHS in SFY15. The number of lowans served by volunteers in SFY15 included:</p> <ul style="list-style-type: none"><li>• Children: 9,514.</li><li>• Adults under age 60: 6,553.</li><li>• Adults 60 and over: 2,616.</li></ul>	<p><b>People Served by Volunteers in SFY15</b></p> <ul style="list-style-type: none"><li>■ Children (51%)</li><li>■ Adults &lt;60 years (35%)</li><li>■ Seniors (14%)</li></ul> <table><caption>People Served by Volunteers in SFY15</caption><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>Children</td><td>51%</td></tr><tr><td>Adults &lt;60 years</td><td>35%</td></tr><tr><td>Seniors</td><td>14%</td></tr></tbody></table>	Category	Percentage	Children	51%	Adults <60 years	35%	Seniors	14%
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<ul style="list-style-type: none"><li>✓ <i>Volunteers donate from 3 to 40+ hours per week throughout the year.</i></li><li>✓ <i>Ten DHS volunteers received a Governor's Volunteer Award in 2015.</i></li></ul>										
Services	<p>There were 95,747 total hours of volunteer service in SFY15. On average, 472 volunteers provided 17 hours of service per month. Service types include:</p> <ul style="list-style-type: none"><li>• Direct service to clients/residents.</li><li>• Indirect service, such as clerical assistance.</li></ul> <p>Volunteer hours increased by 22% between SFY14 and SFY15. The increase is due to the standardized reporting of hours to capture more of the work done by volunteers and one area is now using volunteers as guardians/conservators for dependent adults. The adult services are provided on a 24-hour per day basis.</p>	<p><b>Services in SFY15</b></p> <ul style="list-style-type: none"><li>■ Individual Direct Service (79%)</li><li>■ Individual Indirect Service (21%)</li></ul> <table><caption>Services in SFY15</caption><thead><tr><th>Service Type</th><th>Percentage</th></tr></thead><tbody><tr><td>Individual Direct Service</td><td>79%</td></tr><tr><td>Individual Indirect Service</td><td>21%</td></tr></tbody></table>	Service Type	Percentage	Individual Direct Service	79%	Individual Indirect Service	21%		
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Goals & Strategies	<p>Goal: Utilize volunteers to supplement client service and relieve frontline staff. Simplify reporting to improve accuracy and limit administrative duties</p>	<p>Results: An increase in volunteer hours was documented in SFY14. An emphasis is being placed on the utilization of volunteers along with simplification of the reporting requirements.</p>								
Legal Basis	<p><b>Federal:</b></p> <ul style="list-style-type: none"><li>• Domestic Volunteer Service Act of 1973(42 U.S.C. 4950 et seq),</li><li>• 42 U.S. Code, Chapter 66</li></ul> <p><b>State:</b></p> <ul style="list-style-type: none"><li>• Iowa Code, Chapter 217.13</li><li>• Iowa Administrative Code, 441 IAC 12</li></ul>									